

Utah State Veterans Nursing Home Advisory Board Meeting

May 15, 2013

In attendance: Tonya Hales, Debra McGray, David Phillips, Jon Skelly

Absent: Delbert Boyington, Greg Rowley

Also attending: Todd Hansen – State Officer, Noralyn Snow – Avalon Administrator, Kallie Vickers – intern with UDOH.

The meeting was called to order at 2:00 PM by David Phillips. Kallie Vickers was welcomed as a guest with Tonya Hales.

Todd Hansen was introduced as the new State Officer, effective later this month.

State Officer Report:

Todd reported on the pending major renovation project. The renovations will include new carpets and vinyl floors, new furniture, partial dividers (furniture) between each bed in the rooms to enhance privacy.

The biggest challenge to the project will be having an active construction site in a full nursing home. Some residents will need to be moved out of their rooms temporarily while the rooms are being redone. Some residents may desire to move to the new Payson facility. Some may be moved to Payson or another facility only temporarily. Much of the work will occur at night and on weekends to minimize disruption of the residents' daily activities.

Jon Skelly discussed some ideas for communication that he would like to address with Gary Harder.

Avalon Administrator Report

Noralyn reported on the recently completed State survey. The statewide average for nursing homes is about 15 tags (deficiencies). We received only 5. She explained each of these tags. There were also a few fire/life safety deficiencies, but several of these were in the SAA office downstairs and were unrelated to nursing home operations. All of the fire/life safety problems have now been corrected.

She also reviewed the recently completed VA survey. Our few tags on this survey were: replacing the breakaway locks on the gate downstairs with mag locks, adding a sprinkler in our elevator, a delay in refunding the money from a resident trust account, and a care plan on a dialysis patient that wasn't complete.

She discussed the HVAC system that is leaking steam and experiencing very high costs. The system needs to be replaced. We attempted to have the HVAC replacement added into to the plan to remodel the upstairs, but that request was turned down. She is currently getting bids for the State.

Noralyn reviewed the Advisory Clinical and Operation Report (handout- Utah State Veterans Advisory Report). Noralyn reviewed positive and negative trends in each clinical and operation area over the last few months. She reported that there was some higher turnover, but that now things have settled down.

Noralyn handed out the Pinnacle customer satisfaction score sheet and reviewed the content (handout – Pinnacle Dashboard). Overall scores look real good with a 4.86 (out of 5) average.

The National Veterans Awareness Ride will be coming to the WECVH tomorrow (May 16th). This is always a highlight for the residents and staff.

A Memorial Day program is scheduled for May 24th.

New Business

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Next Meeting

August 21, 2013 at 2:00.

Executive Committee Meeting

Restricted and Donation Fund

Todd discussed the donation fund, but did not have access to the current amount of the fund because of the computer changeover with Jeff. He knew of no significant change in the balance of the fund.

The meeting adjourned at 4:15 PM.